

Origin: _____ AWB #: _____
Journey # (for military pets only): _____
For internal use only



## Customer Acknowledgement Form

The safety of your pet is the highest priority for United Airlines, Inc. (“United”) and our PetSafe® program. Therefore, in addition to obtaining a valid health certificate, we require that you are familiar with the risks associated with pet air travel and confirm that you are willing to accept those risks, including those specific to certain breeds. We also require your confirmation that you have taken the necessary steps to prepare your pet for a safe travel experience.

Please review this form carefully and enter your contact information. Alternatively, you may designate another person as the point of contact. The completed and signed form must be provided to United no less than five days prior to travel, and two copies of the form must be presented when your pet is dropped off for travel.

When your pet travels, they will be exposed to new environments and will be restricted to a crate for an extended period of time. If your animal reacts negatively to stress or anxiety and/or is not acclimated to extended periods of confinement, we strongly recommend you delay your decision to transport your pet until they are better prepared for travel. United may, in its sole discretion, prohibit the transport of your pet on United if they exhibit any behavior that shows they are not acclimated to travel in a crate.

To supplement the information you received at the time of booking, here are some, but not all, of the factors that can significantly raise the risk to your pet during travel.

### Risk factors associated with injury or death during pet travel

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|---|--|
| <ul style="list-style-type: none"> <li>• Physical traits of certain dog breeds, such as larger, high energy breeds including Labrador and Golden Retrievers, who may injure themselves trying to escape from their travel crate if not properly acclimated</li> <li>• Effects of stress on older pets or pets in poor health</li> </ul> | <ul style="list-style-type: none"> <li>• Aggressive or anxious pets that may attempt escape</li> <li>• Failure to familiarize and acclimate your pet to their crate prior to travel</li> <li>• Effects of extreme temperatures</li> <li>• Stress associated with a longer journey</li> </ul> |
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### The following conditions apply when accepting and shipping your pet:

- I confirm that I have reviewed the information provided by the United PetSafe team and I have taken the necessary steps to prepare my pet for travel as required by the PetSafe program.
- I confirm that my pet has been fully examined and approved for air travel by a licensed veterinarian and that my pet meets the requirements of the PetSafe program and any applicable law. I confirm that my licensed veterinarian has issued (or will issue) to me a valid health certificate, that is or will be dated within 10 days of my pet’s travel.
- I hereby authorize United to pursue emergency services for my pet if deemed necessary by United at any point during the journey of my pet.
- I hereby authorize United, if it chooses, to fully investigate the cause of any illness or abnormal condition resulting in injury or death, including performance of a necropsy, in the unlikely event injury or death occurs.

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## Certification and release

I hereby certify that I have complied with all IATA Live Animal Regulations, USDA/APHIS, U.S. Fish and Wildlife, and any other applicable local, state, federal, and/or international regulations regarding travel of my pet on United. I acknowledge and agree that United will not be liable for illness or injury to my pet, the exacerbation of any preexisting illness or injury, or death of my pet due to illness or injury.

I acknowledge and agree that for international travel, it is my responsibility to follow all pet travel requirements with respect to live animal regulations set forth by my pet's destination country. I further acknowledge and agree that United will not be liable for any loss or expense due to my failure to comply with any applicable rule or regulation or if my pet is refused passage into or through any state or country.

I hereby authorize United to transport my pet to a veterinary clinic, animal hospital or similar facility for care in the event of an emergency, as determined solely by United. I acknowledge and agree that United will not be liable for any loss, damage, delay or expense arising from injury to or illness of my pet. I further acknowledge and agree that I will reimburse United for charges and fees United incurs with respect to veterinarian care for injuries to or illnesses of my pet. I understand that I may be prohibited from using PetSafe for my pet's future travel on United if I fail to reimburse United for any such charges or fees.

I hereby certify that I have read, understood, and agree to the Air Waybill terms and conditions that will govern the shipment of my pet on United (the U.S. Domestic Conditions of Contract for pets traveling in the U.S. and the International Conditions of Contract for pets traveling, at least in part, internationally), and specifically the additional exclusions from liability and limitations of liability set forth therein.

## Authorization and contact information

I may choose to have an agent or representative drop off my pet at United's facilities on the day of travel. If my agent or representative drops off (or picks up) my pet, I hereby authorize such agent or representative to act on my behalf on the day of travel or pick up, which includes my authorization to have my agent or representative sign the Air Waybill that governs the shipment of my pet, as well as the PetSafe Acceptance Checklist that will be completed and signed when my pet is tendered for transport on United. I understand and agree that my agent's or representative's signatures on the Air Waybill and the PetSafe Acceptance Checklist are deemed to be my own signatures on such documents.

At my election, I hereby authorize the following person (who may be the same individual as my designated agent or representative) as the single point of contact for United in the event of an emergency or for any updates or alerts regarding the transportation of my pet. I acknowledge that United is not responsible for contacting any other parties who may be involved.

**Contact Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_ **2nd Phone #\*:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Relationship to shipper on AWB:** \_\_\_\_\_

\*optional

My signature below certifies that I have read and understood the risks, requirements and recommendations provided by United, and I agree to the terms and conditions set forth in this Customer Acknowledgement Form.

\_\_\_\_\_  
**Print full name of pet owner**

\_\_\_\_\_  
**Signature of pet owner**

\_\_\_\_\_  
**Date**